

# Configurazione di Webex Connect Email App con Office 365 Oauth

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## Introduzione

In questo documento viene descritto come configurare un'app E-mail per Office 365 con autorizzazione di apertura (OAuth 2.0).

Contributo di Andrius Suchanka e Bhushan Suresh, Cisco TAC Engineer.

## Prerequisiti

### Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Webex Contact Center (WxCC) 2.0
- Webex connectportal con flussi di posta elettronica configurati
- Accesso a Microsoft Azure
- Accesso a MS Office365

### Componenti usati

Le informazioni di questo documento si basano sulle seguenti versioni software:

- WxCC 2.0
- Cisco Webex Connect
- Microsoft Azure
- Microsoft Office 365

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico

ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

## Configurazione

### Passaggio 1: Avvia configurazione app e-mail su Webex Connect

Avvia la configurazione dell'app e-mail sulla piattaforma Webex Connect.

-Accedere al tenant Webex Connect;

-Passare a 'Assets->Apps', fare clic su 'Configure New App' e selezionare 'Email'. Selezionare 'OAuth 2.0' per il tipo di autenticazione, copiare e archiviare 'Indirizzo di inoltro' e 'URL di richiamata' per i passaggi di configurazione successivi:

< Configure New Application - Email

Enter the mail server settings for your account to start sending and receiving emails using Webex Connect.

Asset Name ⓘ

Asset Name

Register To Webex Engage  Configure Outbound Webhooks  DOCS

Email ID

Email ID

Forwarding Address

b6b9072db2ce25198b45f08c9a9f

Note: Emails sent to the asset email ID will be forwarded to this address.

Authentication Type

OAuth 2.0

SMTP Server

Username

Port

Security

None

Client ID

Client Secret

Call Back URL

https://[redacted].us.webexconnect.io/callback

Procedere alla configurazione sul lato Microsoft.

### Passaggio 2: Crea un'app in Microsoft Azure

Registra un'app nel portale di Azure in base al documento ['Registra un'applicazione con la piattaforma di identità Microsoft'](#).

-Accedere a <https://portal.azure.com>;

-Passare a 'Azure Active Directory', selezionare 'Registrazioni app' e fare clic su 'Nuova registrazione';

-Fornire il nome dell'applicazione, selezionare il tipo di account appropriato, immettere il Web 'Redirect URI' con il nome del tenant (ovvero

https://yourwebexconnectname.us.webexconnect.io/callback as visualizzato nel passaggio 1) e registrare l'app:

## Register an application ...

### \* Name

The user-facing display name for this application (this can be changed later).

 ✓

### Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

### Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

  ✓

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#) ↗

**Register**

-Dopo la registrazione dell'app - passare a 'Autenticazione', scorrere verso il basso fino a 'Flussi grandi e ibridi impliciti', selezionare l'opzione 'Token di accesso' e salvare:

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### Implicit grant and hybrid flows

Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. [Learn more about tokens.](#)

Select the tokens you would like to be issued by the authorization endpoint:

- Access tokens (used for implicit flows)
- ID tokens (used for implicit and hybrid flows)

### Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)

[Help me decide...](#)

**⚠** Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. [Learn more about these restrictions.](#)

### Advanced settings

#### Allow public client flows

Enable the following mobile and desktop flows:

Yes **No**

- App collects plaintext password (Resource Owner Password Credential Flow) [Learn more](#)
- No keyboard (Device Code Flow) [Learn more](#)
- SSO for domain-joined Windows (Windows Integrated Auth Flow) [Learn more](#)

#### App instance property lock

Save Discard

-Passare a 'Certificati e segreti', selezionare 'Segreti client', fare clic su 'Nuovo segreto client', aggiungere una descrizione e la durata di validità:

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Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) **Client secrets (0)** Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
-------------	---------	-------	-----------

No client secrets have been created for this application.

### Add a client secret

Description

Expires

Add Cancel

-Copiare il valore segreto client e memorizzarlo per un utilizzo successivo:

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | Certificates & secrets

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Got a second to give us some feedback? →

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Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) Client secrets (1) Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
wxconnect	10/26/2024	L1e8Q~B5rzySjA6wI3PqgNqZkdVd1zpTJ...	5f7981e4-9b3e-43ff-b2cf-297606955fff

-Passare a 'Autorizzazioni API', fare clic su 'Aggiungi un'autorizzazione', selezionare 'API utilizzate dall'organizzazione', nel campo di ricerca input 'office 365' e selezionare 'Office 365 Exchange Online'. Selezionare 'Autorizzazioni applicazione', espandere la sezione 'Mail', selezionare 'Mail.Send' e fare clic su 'Aggiungi autorizzazione':

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions shows all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for Cisco Systems, Inc

API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

Request API permissions

Select an API

Microsoft APIs APIs my organization uses My APIs

Apps in your directory that expose APIs are shown below

Name
Office 365 Enterprise Insights
Office 365 Exchange Online
Office 365 Information Protection
Office 365 Management APIs
Office 365 SharePoint Online

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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Request API permissions

Delegated permissions  
Your application needs to access the API as the signed-in user.

Application permissions  
Your application runs as a background service or daemon without a signed-in user.

Select permissions [expand all](#)

Start typing a permission to filter these results

Permission	Admin consent required
Other permissions	
<input type="checkbox"/> full_access_as_app Use Exchange Web Services with full access to all mailboxes	Yes
Calendars	
Contacts	
Exchange	
IMAP	
Mailbox	
MailboxSettings	
Mail (1)	
<input type="checkbox"/> Mail.Read Read mail in all mailboxes	Yes
<input type="checkbox"/> Mail.ReadWrite Read and write mail in all mailboxes	Yes
<input checked="" type="checkbox"/> Mail.Send Send mail as any user	Yes
Organization	

Add permissions Discard

-Dopo aver aggiunto tale autorizzazione, è necessario concedere il consenso dell'amministratore. Fare clic su 'Concedi il consenso dell'amministratore':

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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Grant admin consent confirmation.

Do you want to grant consent for the requested permissions for all accounts in Cisco Systems, Inc? This will update any existing admin consent records this application already

Yes No

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for Cisco Systems, Inc

API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	
Office 365 Exchange Online (1)				
Mail.Send	Application	Send mail as any user	Yes	⚠ Not granted for Cisco S...

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

-Passare a 'Panoramica' e annotare 'ID applicazione (client)' e 'ID directory (tenant)' per un ulteriore utilizzo della configurazione:

 Delete  Endpoints  Preview features

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^ Essentials

Display name : [WebexConnect](#)

Application (client) ID : 56ba9bac-67be-4bd2-b551-47258e7ead62

Object ID : 3d6317c3-ed51-4ff2-955d-019ac1637beb

Directory (tenant) ID : 0f47778c-61c2-4b0a-8e94-3f05e737a1dd

Supported account types : [My organization only](#)

Nota: verificare che il consenso utente per le app sia consentito in Azure in 'Consenso e autorizzazioni' per 'Applicazioni aziendali' (impostazioni predefinite):

[Home](#) > [Enterprise applications | Consent and permissions](#) >

 Consent and permissions | User consent settings ...

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 User consent settings

 Permission classifications

«  Save  Discard |  Got feedback?

Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but can represent a risk in some situations if it's not monitored and controlled carefully.

User consent for applications

Configure whether users are allowed to consent for applications to access your organization's data. [Learn more](#)

Do not allow user consent

An administrator will be required for all apps.

Allow user consent for apps from verified publishers, for selected permissions (Recommended)

All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization.

Allow user consent for apps

All users can consent for any app to access the organization's data.

### Passaggio 3: Configura utente cassetta postale in Office365

-Accedere a <https://admin.microsoft.com>;

-Passare a Utenti->Utenti attivi;

-Selezionare un utente con una casella di posta per l'integrazione con Webex Connect;

-Dopo aver selezionato un utente specifico, passare a 'Mail', in 'Email apps' fare clic su 'Manage email apps', assicurarsi che 'Authenticated SMTP' sia selezionato e fare clic su 'Save changes':



**John**

 [Reset password](#)

[Change photo](#)

[Account](#) [Devices](#) [Licenses and apps](#) **[Mail](#)** [OneDrive](#)

**Mailbox storage** 0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

**Mailbox permissions**

- [Read and manage permissions \(0\)](#)
- [Send as permissions \(0\)](#)
- [Send on behalf of permissions \(0\)](#)

**Show in global address list**

- Yes
- [Manage global address list visibility](#)

**Automatic replies**

- Off
- [Manage automatic replies](#)

**Email apps**

- All apps allowed
- [Manage email apps](#)**

**Email forwarding**

- Applied
- [Manage email forwarding](#)

**More actions**

- [Edit Exchange properties](#)



# Manage email apps

Choose the apps where John can access Microsoft 365 email.

- Outlook on the web
- Outlook desktop (MAPI)
- Exchange web services
- Mobile (Exchange ActiveSync)
- IMAP
- Pop
- Authenticated SMTP

Save changes

-In 'Inoltro e-mail' fare clic su 'Gestisci inoltro e-mail', selezionare 'Inoltra tutti i messaggi e-mail inviati a questa cassetta postale', compilare 'Inoltro indirizzo e-mail' con alias dalla configurazione dell'app Webex Connect come mostrato nel passaggio 1 (se necessario, selezionare 'Mantieni una copia dei messaggi inoltrati in questa cassetta postale') e fare clic su 'Salva modifiche':



**John**

[Reset password](#)

[Change photo](#)

[Account](#)

[Devices](#)

[Licenses and apps](#)

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[OneDrive](#)

**Mailbox storage**

0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

**Mailbox permissions**

[Read and manage permissions \(0\)](#)

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[Send on behalf of permissions \(0\)](#)

**Show in global address list**

Yes

[Manage global address list visibility](#)

**Automatic replies**

Off

[Manage automatic replies](#)

**Email apps**

All apps allowed

[Manage email apps](#)

**Email forwarding**

Applied

**[Manage email forwarding](#)**

**More actions**

[Edit Exchange properties](#)



# Manage email forwarding

Forward all emails sent to this mailbox

The mailbox owner will be able to view and change these forwarding settings.

Forwarding email address \*

a41a0ba3566ed2091155f13e48e6d4f8@mail-us.imiconnect.io

Keep a copy of forwarded email in this mailbox

Save changes

-Verificare che l'inoltro della posta elettronica in uscita a indirizzi di posta elettronica esterni sia consentito nel portale di Microsoft 365 Defender.



## Informazioni su questa traduzione

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